COACH PROGRAM

Easing the transition from hospital to home

SUGGESTED COACHING SCRIPT

Introducing Coaching:

Hello, my name is _____________, and I'm with __________. I want to tell you about a new program at our hospital that **I'd like to arrange for you**.

It is a **free** program by our hospital (and the county AAA).

Your **doctor supports** this program to provide you with extra support to help keep you at home.

The coach (is from the county AAA and) will **help you** with medications and follow up doctor appointments.

The coach will **only** make 1 home visit and 3 additional phone calls to check up on you.

(In addition, you **may qualify** for other AAA services.)

Let me set this up for you.

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If patient refuses:

- What do you have to lose by trying the program?
- We know that your (husband, wife, son, etc.) takes such good care of you, but the coach is additional support for them, as the coach is an extra pair of eyes.
- The coach can “coach” your (husband, wife, son, etc.) since they take care of your meds, MDAs etc.
- Would you be agreeable to just the follow up phone calls to make sure you are ok with your meds, went to your follow up apt, etc?
- I could arrange for the coach to talk to your family to explain the program in more detail. (****Families are more prone to accept the program*)

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